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I. EXECUTIVE SUMMARY

The Clerk-Recorder's 2004 Business Plan presents a high level overview of the services the Department provides, year 2003 accomplishments, goals for 2004 and strategies to achieve those goals.

The Office's commitment to the public is defined by our mission statement:

"The Clerk/Recorder's Office mission is to provide a reliable repository for public records and to provide efficient service to the public in a way that exemplifies the highest standard of courtesy, cost effectiveness, and ethical performance. Public records will be readily accessible in a convenient manner while safeguarding confidentiality and the security of those records."

In 2003, the Clerk-Recorder handled a record number of transactions in the majority of its business areas. The Department met this challenge while increasing its contributions to the County's General Fund. Meanwhile, the Department continues to maintain the lowest document fees in the State.

During 2003, the Recorder portion of the office experienced a 30% increase in the number of documents recorded and a 40% increase in the number of pages imaged.

The Clerk-Recorder was able to respond to the increased workload without an increase in staffing, by continuing our multi-year commitment to develop and implement state-of-the-art technology. In 2003, the Clerk-Recorder's Office served over 28,600 walk-in customers and received over 83,900 telephone calls.

The Orange County Clerk-Recorder's Office provides the highest level of service at the lowest cost-per-service unit of any major county in California. When compared to California counties with population above one million, the Orange County Clerk-Recorder has the smallest staffing ratio.

I would like to thank my dedicated staff for their efforts, commitment and accomplishments throughout the year.

Some of the office's major achievements in 2003 were:

- In January of 2003, University of California/Davis Professor Matt Bishop, a recognized systems security consultant, conducted a vulnerability study on our Electronic Recording software. He found no weaknesses and commended the department for all the added security features.
- In February 2003, the department installed two additional scanners at the front public counter. This "one-stop-shop" enables staff to scan, record and return a document to the public in a matter of minutes. This also eliminates the cost and time of postage.
- In July, the department broadened the free online document index search capability, by adding additional search mechanisms. This resulted in easier, quicker access for people who cannot or prefer not to come into the office.
- In March of 2003, the department added recorded map information access to our website, this now allows individuals, cities, title and mortgage companies and especially home builders immediate access to recorded map information.
- In August of 2003, a Mechanic Lien Notification Program was implemented. This program allows the department to notify those parties who may be subject to a lien being placed on their property within three working days of the lien being filed. Previously, there was no notification to the homeowner, thus making it simple to place a lien on ones property without their knowledge.
- In an effort to meet the public's demand for cost effective and timely service, we continued to strive for a consistent 72-hour turnaround on mailed recordable documents.
- A total of 2.4 million documents have been recorded electronically since program inception in 1997. This program was the first in the nation and continues to be a tremendous success.

- Several new automation programs were created to enhance our service to the public:
 - In May of 2003 seven (7) computer terminals were added to marriage license area, in an effort to reduce the time customers had to wait in line. This now speeds the process from the normal twenty-minute timeframe to a matter of minutes.
 - In June, the department implemented the Virtual Timesheet Input System. This web-enabled time sheet allows staff to complete their timesheets online. The system also contains several reporting features for the use of supervisors and the Accounting Department.
 - In April, we converted 66,605 Confidential Marriage Licenses from paper to TIFF image. This enhances and accelerates the retrieval, handling and processing time involved in issuing a copy.
 - In August, the department converted approximately 1,839,946 official record indexes from magnetic tape to TIFF image, in an effort to insure appropriate backup of documents, which meet the standards for preservation.

2004 Goals:

Building on 2003 achievements, the office will continue to:

1. Provide prompt and reliable service to the public
2. Enhance public records accessibility
3. Safeguard security of the public's records

II. 2004 MISSION & GOALS

A. MISSION STATEMENT

The Clerk-Recorder's mission statement includes the commitment of each employee in confirming our desire to provide the highest level of service to the public we serve.

"The Clerk/Recorder's Office mission is to provide a reliable repository for public records and to provide efficient service to the public in a way that exemplifies the highest standard of courtesy, cost effectiveness, and ethical performance. Public records will be readily accessible in a convenient manner while safeguarding confidentiality and the security of those records."

B. GOALS

1. PROVIDE PROMPT AND RELIABLE SERVICE TO THE PUBLIC

a. Key Outcome Indicator:

Continue customer satisfaction surveys, which rate overall value of our service to the public.

The value provided by the services the office provides is a key portion of our mission statement. One method to rate service to the public is to provide customer satisfaction survey forms.

Our public service staff strives to provide the best customer service possible. The Clerk-Recorder carefully monitors feedback received from the public regarding the quality of our service. In 2003, the office received 3,476 customer comment cards. Ninety-eight percent of the cards were positive and the average rating category was "outstanding".

b. Key Outcome Indicator Reporting:

Performance Measure	2002 Results	2003 Anticipated Results	2004 Plan
<i>What:</i> Survey forms measure customer satisfaction and ensure we are addressing customer needs. <i>Why:</i> Quality customer service is our top priority.	Survey results are 98% above standard	Survey received were rated as 99% above standard	Survey results are targeted to be 99% above standard

2. ENHANCE PUBLIC RECORDS ACCESSIBILITY***a. Key Outcome Indicator:*****The number of documents utilizing Electronic Recording.**

In an effort to maintain the highest level of service, the Department will continue to automate functions within both the Clerk and Recorder areas. In addition, in the coming year the department will continue to redesign and implement enhancements to our web page including suggestions made by the public.

In addition, approximately 87% of the title companies in Orange County submit documents through our Electronic Recording system.

b. Key Outcome Indicator Reporting:

Performance Measure	2002 Results	2003 Anticipated Results	2004 Plan
<i>What:</i> This measurement provides higher levels of transactions with minimal staffing increases. <i>Why:</i> Public has access to recorded documents within shorter time-frames.	478,955 documents using Electronic Recording were processed	600,000 documents using Electronic Recording will be processed	700,000 Electronic documents targeted for processing.

3. *SAFEGUARD SECURITY OF THE PUBLIC'S RECORDS*

a. *Key Outcome Indicator:*

Number of records converted to alternate media to ensure ease of access and preservation and safety.

The office continues to be concerned with fraud involving stolen identities. This sometimes, but not always, originates with perpetrators making use of public records available in the Clerk-Recorder's Office, such as birth and death certificates, to falsely assert identity. The Office was the first in the State to require identification of persons who request copies of vital and other records.

The Archives provides off-site record storage and retrieval services. In addition, the program offers state of the art microfilm to computer output.

This year the Department will continue exploring areas of possible vulnerability and develop means to correct any weaknesses. In addition, the Department will continue educating the public through targeted workshops dealing with identity theft and fraud and will continue to work with internal and external shareholders.

b. *Key Outcome Indicator Reporting:*

Performance Measure	2002 Results	2003 Anticipated Results	2004 Plan
<p>What: This measurement is a tool to evaluate efforts to provide access and safeguard the public's records.</p> <p>Why: To provide added security of public records now and for future retrieval.</p>	<p>1. 83,000 vital records were digitized.</p> <p>2. 1.2 million recordable documents were digitized.</p> <p>3. 50,149 FBN's digitized.</p>	<p>1. 2.1 million recordable documents will be processed to digital images.</p> <p>2. 90,000 Vital Records will be processed to digital images.</p> <p>3. 66,605 confidential marriages have been converted from paper to digital images.</p> <p>4. 1.8 million official record index entries have been transferred from magnetic tapes to TIFF image</p>	<p>Over 5 million documents targeted for processing to digital image.</p>

III. 2004 OPERATIONAL PLAN

A. Overview

1. Office Organization and Services

The Clerk-Recorder's Office is comprised of two (2) major divisions:

- Recorder Services and Systems - which records and processes real property documents and supports office wide automation.
- Clerk Services, Archives, and Administration - which issues marriage licenses, files fictitious business statements, provides birth, death and marriage certificates, handles official records requests, maintains the County archives, and provides office-wide administration support.

The County Clerk-Recorder is responsible for examining and recording all documents presented for recording that deal with establishing ownership of land in the County, or as required by statute, and maintains a permanent record and indexes of all documents for public viewing.

In addition, the Clerk-Recorder provides certified copies requested by the public; recording of all lawful documents such as deeds, deeds of trust, judgments, liens, affidavits, Uniform Commercial Code Financial Statements, etc; and the filing of Births, Deaths, and Marriage records.

The Clerk-Recorder files records of surveys, parcel maps, subdivisions, and assessment maps and Assessor's Plat Maps. The Office also issues Marriage Licenses; Fictitious Business Name Statements; licenses for Photocopier, Process Server and Unlawful Detainer Assistance; performs civil wedding ceremonies; administers oaths of office; and maintains Official County Records and indices for documents pertaining to the above activities.

2. Focus

The focus of this year's planning is in the area of enhanced automation to expand access to public records, streamline operations for faster, more cost efficient services, and maximize document security to reduce opportunities for identity theft.

The Department continues to focus on new automation techniques and public outreach to enhance service levels, educate the general public, and to make services available twenty-four hours per day, seven days per week (24/7) from the convenience of the public's homes/offices or neighborhood locales.

B. Clients

The Office provides services to the public at large, including current and past Orange County residents. Specific clients are referenced below:

1. EXTERNAL CLIENTS INCLUDE:

- Title and escrow companies use Recorder services
- Lending institutions use Recorder services
- Business owners use Fictitious Business Name services
- Contractors and sub-contractors use Recorder services
- County Notary Public's use Official Record services
- Authorized Notaries use Marriage License services
- Internal Revenue Service and Franchise Tax Board uses Recorder services
- Parents registering their children for school or sports teams use Vital Record services
- State agencies and Orange county cities share in revenue collection from various units in the office
- Genealogists

2. INTERNAL CLIENTS INCLUDE:

- Tax Collector-Treasurer
- Health Care Agency
- Assessor's Office
- Historical Commission
- District Attorney's Office
- Office of Child Support Services
- Sheriff-Coroners Office

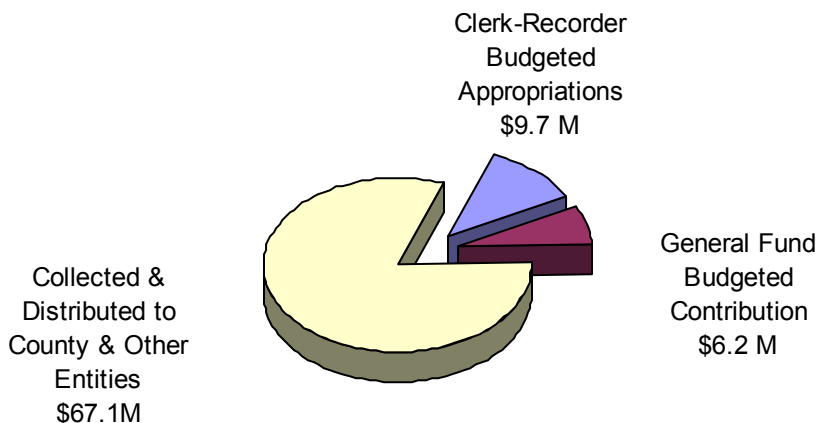
3. ISSUES ASSOCIATED WITH CHANGING CLIENT GROUPS

- a. Identity fraud continues to be of major concern statewide. Enhanced interaction with client groups including the D.M.V. , the District Attorney's Office, and local police departments will be necessary to curb this growing problem.
- b. Increasing real property recordings will necessitate increased use of Electronic Recording (ER). In order to ensure timely property recordings, introducing additional title companies, escrow companies, and lending institutions into the ER program will also be a priority.

C. Resources

The FY 2003-04 budget for the Clerk-Recorder's Office is \$15.9 million (\$9.7 million appropriations). Funding is derived from fees for recording documents (94%) and fees for service (6%).

CLERK-RECORDER REVENUE



There are 102 Clerk-Recorder staff members. When compared to other Clerk-Recorder Offices in large counties, Orange County has the lowest staff-to-population ratio in California. This primarily due to the office's focus on enhanced automation.

The quality of the workforce continues to increase. Cross-training, teamwork and commitment to public service make our employees the Office's most valuable asset. Over the past year staff resources have been stretched due to record volumes of real property recordings. Our employees commitment to "getting the job done," coupled with the use of extra-help staff for the heavy volume of work, ensures the public that documents will be recorded in a timely manner.

Sharing resources and electronically processing many documents has resulted in cost avoidance and streamlined workflow. These include:

- The Orange County Tax Collector (TLC) application automates the recording process of Orange County Tax Collector liens. These liens are now recorded automatically with data imported directly into our database, instead of paper processing.
- The Department of Child Support Services now electronically processes all Abstract of Support Judgements for recording in Orange County.
- The Franchise Tax Board (FTB) process is an application that automates the recording of tax liens filed by the Franchise Tax Board. Liens are recorded automatically and data is imported directly into the County's database, eliminating all data entry.
- Electronic recording with the Clerk of the Board for recordation of all items approved by the Board of Supervisors has been implemented.
- The Clerk-Recorder's Office electronically provides the Assessor's Office with changes of property ownership title, parcel maps, etc. which are used to review property values and land splits.

GOAL 1- Provide prompt and reliable service to the public.***1. Challenges***

- Developing a means to disseminate information to the public record information available continues to be a challenge. Throughout 2004 the Office will attend community meetings to discuss our services, provide workshops, work with the media to highlight new services, and explore out-stationed services, which could include satellite offices.
- Attracting, training, and retaining reliable staff who enjoy serving the public is often challenging. In addressing this challenge, as part of the interview process, applicants are required to read and respond to the office's mission statement. Also, employees are provided on-the-job training, with career goals/ aspirations addressed.

2. Strategy

- a. Hire and train diverse staff to ensure bilingual skills, especially Spanish and Vietnamese, to meet the ethnic diversity of the community and to ensure communication with our clients.
- c. Ensure that each supervisor/ manager in the Office attends training in the areas of leadership, PIP, and MIPP in an effort to build teamwork to better serve the public.
- d. Educate the public and external clients regarding the availability of Clerk-Recorder services and prevention of identity fraud through workshops, community meetings and our web site.
- e. Encourage clients to complete customer satisfaction surveys, by making the forms more readily available throughout the office and also on our web site.

3. *Outcome Indicator:*

Continue to make available and encourage completion of the customer opinion/ survey form and provide customer outreach.

4. *Outcome Indicator Reporting:*

Performance Measure	2002 Results	2003 Plan	2004 Plan	How Are We Doing?
<p>What: a. Make Customer Satisfaction surveys readily available in each public service unit of the office.</p> <p>b. Schedule at least one outreach presentation each quarter.</p>	<p>a. Survey forms available in five locations (Marriage License Unit, Document Recording, FBN, Vital Records and Official Records).</p> <p>b. One presentation was provided</p>	<p>a. Survey forms available in five locations (Marriage License Unit, Document Recording, FBN, Vital Records and Official Records).</p> <p>b. Two presentations were provided</p>	<p>a. Survey forms available in (7) seven locations (archives unit to be added) and on our web site</p> <p>b. Three presentations will be planned</p>	<p>Customer survey forms are being made more accessible. Completed surveys are reviewed weekly.</p> <p>b. Public outreach is continuing to expand.</p>
<p>Why: a. Direct customer input is an ideal means to gauge customer satisfaction or to identify public service problems.</p> <p>b. Public outreach is an ideal way to ensure that the needs of the public are met.</p>				

E. GOAL 2- Enhance public record accessibility.***1. Challenges***

Utilization of the internet for transacting volume business is necessary and provides for a cost effective means of conducting business. However, it is important to ensure that methods encompass the highest level of security for the accurate and safe transmission of documents, as well as data security for those individuals wanting to access information and records. The demand by the general public to make records more accessible is sometimes in conflict with the need to minimize opportunities for misuse of these same records. Our office continues to work diligently to ensure a balance.

2. Strategy

- a. Expand electronic recording to facilitate expanded national markets. Electronic recording reduces the normal recording timeframe from 1-2 business days, to a matter of minutes.
- b. Install scanners at least one (1) additional document recording stations at the front counter to reduce paper handling in the office as well as to lessen mailroom and postage costs.
- c. Continue efforts to influence State legislation to allow electronic recording in all California counties, without jeopardizing Orange County's successful operation.
- d. Add eleven years of real property index and images to the public access database, which will increase the total number of years available to twenty-one.

3. Outcome Indicator:

- a. Move toward a paperless office in various units of the Clerk-Recorder.

4. *Outcome Indicator Reporting:*

Performance Measure	2002 Results	2003 Plan	2004 Plan	How Are We Doing?
What: a. Increase the number utilizing Electronic Recording Through a secure monitored environment b. Establish front counter internet access where customers can complete forms for automated data entry and submission.	57 Recording Sites Installed program in Marriage License Unit	82 Recording Sites Increased the number of available terminal in the marriage area by seven.	90 Recording Sites Increased the number of available terminal in the vital records area by five.	Use of Electronic Recording is expanding annually Online operations are expanding within the office.
Why: a & b. This paperless method enables higher levels of errorless transactions with 0 to minimal increase in staffing.				

F. GOAL 3- Safeguard security over the public's records.***1. Challenge***

- It is important to monitor statewide legislation in regards to public record security. The Clerk-Recorder is leading efforts to ensure Orange County's interests are protected in any State legislation regarding issues related to our Office by participating in statewide professional organizations and working with our County legislative committee.
- The Archive staff faces the challenge of identifying and protecting records of long term value. They also must assist other county Department's in determining which items have historical value.
- The implementation of SB 247 in 2003 has increased Department Workload by requiring additional identification from the public when Requesting Vital Records.

The Office is reviewing automated options for ease of implementation, enhancing information on the web site and working with statewide organizations to ensure consistent implementation practices, while not increasing staffing levels.

2. Strategy

- a. Continue to contract with security consultants to conduct potential systems vulnerability.
- b. Continue to ensure appropriate backup of documents, which meet or exceed State standards for preservation.
- c. Support legislation which incorporates modern technology as a method of record preservation.
- e. Update Memorandum Of Understanding covering the user/provider responsibilities in electronic recording to include additional security measures when necessary.

3. Outcome Indicator

- a. Enhance the Clerk-Recorder's records management plan to include Orange County archival material.
- b. Enhance accountability over the public's revenue, which is collected and disbursed each year.

4. Outcome Indicator Reporting:

Performance Measure	2002 Results	2003 Plan	2004 Plan	How Are We Doing?
What: a. Establish an archives program and preserve county records. b. Develop an improved cashiering system with an accounts receivable component to increase internal security.	a. Archives open by appointment only b. Cashiering system implemented	a. Orange County Archives opened daily as of May 1, 2003 b. Accounts receivable system in testing process	a. Acquire additional material to add to the collection b. Accounts receivable system will be installed	Full time Archivist and assistant are cataloging and promoting the Archives. b. Accounts Receivable system testing is in process to enhance accountability over funds, provide sufficient audit controls and streamline process.
Why: a. Historical Orange County information should be made available to the public, while preserving it for the future. b. System will provide enhanced security over the public's fees and distributions.				

IV. APPENDICES

- A. Management Team**
- B. Labor Management Committee**
- C. Business Plan Team**
- D. Accomplishments**
- E. Client Data/ Trend Indicators**
- F. Organization Chart**

IV. A. MANAGEMENT TEAM

Tom Daly, Clerk-Recorder -

Provides overall office leadership to the Clerk-Recorder's Department; oversees the obtaining of goals, offers vision and provides direction in all Department operations and participates in statewide legislative activities.

Renee Aguilar-Ramirez, Assistant Clerk-Recorder, Operations -

Provides leadership and direction to assist the County Clerk-Recorder in planning, directing and organizing the operations of the Document Recording, Imaging, Official Records, Marriage License, Fictitious Business, Vital Records, Human Resources and Data Entry areas.

Doug Wilson, Assistant Clerk-Recorder, Administrative Services -

Provides leadership and direction to assist the County Clerk-Recorder in planning, directing and organizing the operations of Information Systems, Purchasing and Financial Services.

Lyn Cole, Chief Financial Officer -

Provides direction and support in long-and-short-range financial planning; prepares the annual budget, statistical reports, and oversees the Accounting Unit.

Hieu Nguyen, Chief Deputy Recorder -

Under general direction, assists in planning, organizing, directing, and coordinating the activities of the Recordable Documents, Imaging, and Data Processing functions.

Susie Sullivan, Information Systems Manager -

Provides direction in the planning and implementation of information technology to achieve Clerk-Recorder goals and objectives. Major responsibilities include all automation operations, local network operation, and all office technical support.

IV. B. LABOR MANAGEMENT COMMITTEE

The Clerk-Recorder's Office wishes to thank and acknowledge the contributions of the members of the Labor Management Committee.

1. Committee Members

Darcy Ebberts, Labor Team Members - Builds commitment, provides problem solving, develops ideas, actively participates in process, assists in cost-saving suggestions and provides input to the Business Plan.

Tom Daly, Sponsor - Encourages LMC activities and monitors team progress.

Renee Aguilar-Ramirez, Management Team Leader - Manages the team; builds commitment and leads the team in problem solving. Contributes expert knowledge; gathers and interprets data; provides creative thinking and participates in team building.

Lou Porras, OCEA Representative - Focuses on process while remaining impartial; guides the team into selecting tools and methodologies.

The Department's Labor Management Committee works independently and in coordination with LMC teams from the County Executive Office, Clerk of the Board, Registration and Elections and the Orange County Employees Association.

Key results in 2003 include:

- Ten (10) ideas for countywide or departmental revenue creation, cost savings, and efficiencies were developed.
- Thus far, implementation of two (2) ideas have resulted in office savings.

IV. C. BUSINESS PLAN TEAM

Tom Daly-

Provides direction, vision and oversight.

Renee Aguilar-Ramirez –

Provides input, coordinates activities and assists in writing plan.

Doug Wilson-

Provides input, coordinates activities and assists in writing plan.

Lyn Cole –

Provides input, prepares charts, and generates statistics

IV. D. 2003 ACCOMPLISHMENTS

A. RECORDER FUNCTIONS

1. Electronic Recording (ER)

Among major breakthroughs for the Clerk-Recorder's Office in 2003, the number of title and insurance companies, city and other government entities that record electronically has grown from 57 in 2002 to 82 users. Electronic Recording (ER) customers submit an average of 2,500 documents daily, with the total number of electronically recorded documents exceeding 2.4 million since implementation in 1997.

Electronic Recording, first introduced by Orange County in the spring of 1997 is of great benefit to both the public and private sectors. In 2003, an enhanced Memorandum of Understanding was implemented with participating ER users to ensure upgraded and enhanced security features.

2. Electronic Recording Participants

In the spring of 2003, the department conducted a review of the internal controls used in submitting documents for recording. Our review was made in accordance with professional standards established by the State of California for the purpose of evaluating the adequacy of internal controls.

3. Document Recordings

The Office recorded a record high of 1.4 million documents for Fiscal Year 2002-03. These recordings are a result, in part, of interest rates at a 40-year low. Real estate new sales and second deeds of trust recordings continue at high levels.

4. City Clerk's

In June, the department hosted an informative discussion and tour dedicated document recording and other operations of Orange County City Clerk's.

B. CLERK FUNCTIONS**1. Internet Access**

Continued efforts to provide 24/7, access to the index of records via the Internet. In addition, we made the recorded map index available online free of charge this year.

2. Vital Records Automated Application

In December of 2003, an automated vital record application was implemented. This system allows customers to input their application information directly into our database. It expedites the application processing time, reduces customer-waiting period, provides for retrieval and eliminates multiple data entry.

3. Authorized Notary Program

In the spring of 2003, the department conducted a review of the internal controls of notary authorized by our office to issue marriage licenses. Our review was made in accordance with professional standards established by our office.

C. DEPARTMENT WIDE**1. Archives**

As of May, the Archives have been open Monday through Friday from 8:00-5:00. The department has hired a recognized Archivist and an assistant. The department continues to make the collection available to as many researchers as possible. During the year our focus was on cataloging material, promoting the use of the Archives and taking steps to ensure the long-term safety of our collection.

2. Automation

Important to the County's future ability to maintain, store and retrieve public records was the acquisition and the installation of a mass storage unit. For the purpose of further ensuring record security, it was relocated to the County's Data Center.

3. Operational Efficiencies

Office managers and supervisors meet to discuss unit activities, problems, changes, and departmental improvements. As an outcome of these meetings the office has:

- Revised the list of persons required to complete an annual the Conflict of Interest statement
- Maintained and revised the Administrative Procedure Manuals that are available within every unit for all staff to reference.
- Created a “staffing assistance” plan for units to share and seek solutions to their peak workload issues.

4. External Coordination and Public Relations

- Working with the LA Child Support Services Department to electronically record abstracts of judgments from.
- Working with the Health Care Agency in the development of shared information and images relating to vital records.
- Developing and presenting curriculum and manuals for Authorized Notaries who issue confidential marriage licenses.
- Working with Fannie Mae to promote national Electronic Recording.
- On June 12, 2003, our department in conjunction with Supervisor Wilson's Office coordinated the arrival and festivities of the county's three millionth resident. The child was presented with a resolution and other fine gifts, such as tickets to Disneyland and his first Anaheim Angels baseball cap.
- In July, the department participated in the Orange County Fair, Golden Wedding Ceremony. Approximately ten couples, who have been married for fifty or more years, renewed their marriage vows. The department head presided over portions of the ceremony and provided special words during the toast.

5. Office Safety

- Completed the Department Disaster Recovery Plan, which consists of detailed instructions for each unit.
- Created evacuation assignments for the Department, to ensure the safety of employees and customers.

- Conducting a safety inspection through CEO/Risk Management and implementing suggested improvements.

6. Staff Development

- Ensuring that all supervisors attend leadership and PIP training.
- Providing supervisors training in the areas of teamwork, interviewing techniques, and problem solving.

7. Department Audit

For the period January 1, 2002 through March 31, 2003, the Internal Audit Department conducted a cash receipt/trust fund disbursements review of the Department. The Department concurred with, and has implemented all of the review recommendations.

8. Enhancement Fee

On November 25, 2003, the Board approved resuming the collection of the Recorder Enhancement Fee, to be effective January 1, 2004. The Fee is \$1.00 for each additional page recorded. Revenue derived from the collection of the Fee is directly deposited in the Department's Enhancement Trust Fund and may only be used for automated, technological improvements to the Department's operations.

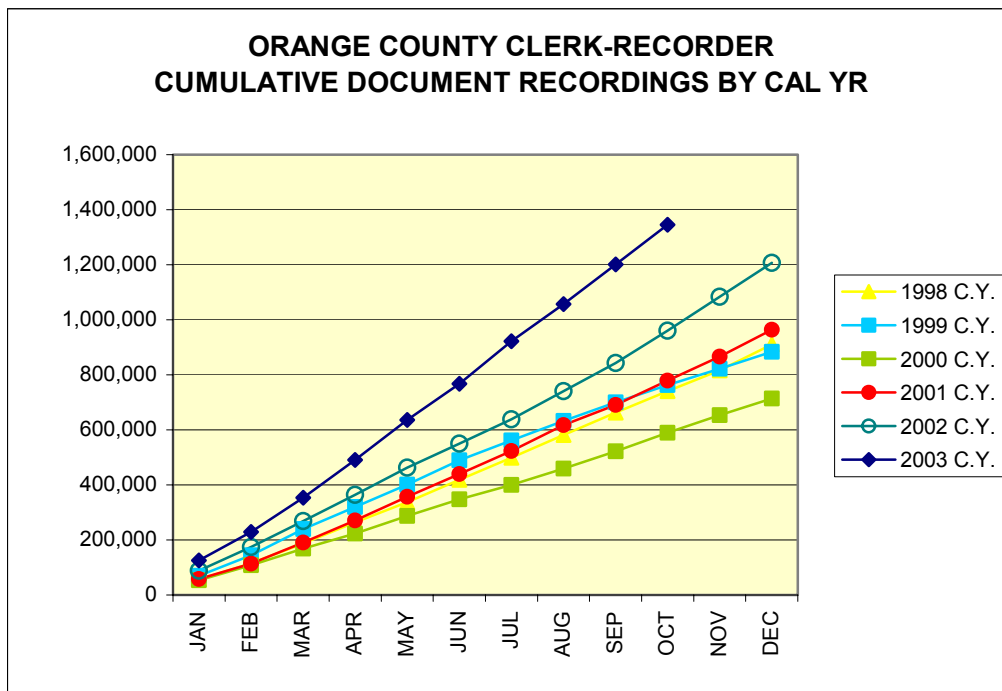
9. Satellite Office

The Department is exploring the feasibility of establishing a satellite office in the County to provide more convenient, easily accessible locations where the public could record transactions and potentially access additional services provided by the Department. The Department anticipates the implementation of such an office within the next twelve months.

IV. E. CLIENT AND WORKLOAD DATA AND KEY WORKLOAD INDICATORS

1. DOCUMENT RECORDINGS

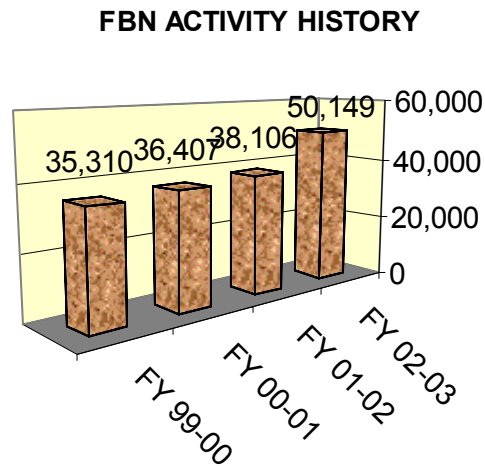
The recording of real property documents is continuing to remain steady due to record low interest rates and record high real property financing and refinancing. When compared to the first ten months of 2002, current activity has increased by 30% thus far in 2003. This volume is expected to remain constant through 2004. Our clients expect and will receive speedy and error free real property recordings.



2. CLERK FUNCTIONS

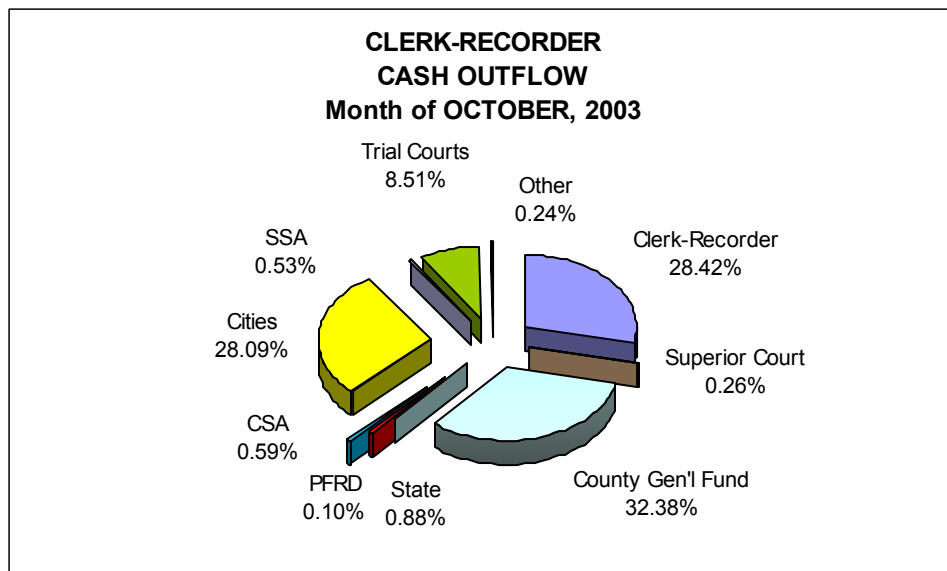
The major Clerk functions in the Office are Fictitious Business Name (FBN) Filings, issuance of marriage licenses and birth, death, and marriage certified copies. These operations increase approximately 5% annually. The economy has prompted the opening of new businesses, thus increasing FBN activity. The issuance of marriage licenses and performing civil marriage ceremonies continues at a steady pace in Orange County. The need for certified copies of birth, death and marriage certificates is on the rise, especially with schools requiring birth certificates prior to enrollment and children's sporting activities record requirements.

As an example of services, FBN activity is provided below:



3. REVENUE

The Clerk-Recorder's Office operates at a zero-net county cost. Fees for services provide funding for the entire office operation and provides revenue to the County General Fund to help bridge County funding gaps. Over \$67 million was collected in FY 02-03, of which the County retained 60%, and 40% was distributed to State agencies and to Orange County cities. A sample month of revenue and distribution is provided below:



The year 2003 marked the most consecutive months of double-digit percentage gains in Orange County median home prices.

AUGUST 2003 DOUBLE-DIGIT GAINS IN MEDIAN HOME PRICES Source: California Association of Realtors					
County	Median Price	% Change in Price from Prior Month	% Change in Price from Prior Year	% Change in Sales from Prior Month	% Change in Sales from Prior Year
Orange	\$523,600	5.5%	19.7%	1.4%	28.30%
Los Angeles	\$374,720	4.5%	24.5%	5.0%	9.30%
San Diego	\$444,230	3.20%	17.3%	4.2%	26.5%

The following shows the first quarter notices of default recorded on residential property.

FORECLOSURES FALL Source: DataQuick	
County	Change From 2002
Los Angeles	-23.7%
Orange	-17.4%
Riverside	-10.6%
San Bernardino	-16.8%

Clerk-Recorder Organization Chart

Effective: 12-10-03, 102
 Regular Positions
 Total FTE: 98
 Total LT: 4
 Total EH: 7
 Total Authorized: 109

